

GS.III Complaint investigations, mediations and due process hearings and reviews are completed in a timely manner.**1. Baseline/Trend Data and Analysis** (for reporting period July 1, 2002 through June 30, 2003)

	2001-02		2002-03	
	Child Complaints	Due Process	Child Complaints	Due Process
Total Filed	3	1	16	1
Completed within Timelines	2	0	13	0
Withdrawn	1	1	3	1
Completed outside of Timelines	0	0	0	0

2. Targets: (for reporting period July 1, 2002 through June 30, 2003)

- All complaint investigations, mediations and due process hearing and reviews are completed in a timely manner.

3. Explanation of Progress or Slippage: (for reporting period July 1, 2002 through June 30, 2003)

In school year 2001-2002, the Division of Special Education created a position of Child Complaint Coordinator. This change was due to the number of extensions in prior years and the workloads of other monitoring supervisors. Having one person to coordinate all activities regarding child complaints has been instrumental in decreasing the number of child complaint extensions. Also, the creation of the new child complaint database provides a regular report of child complaints that are nearing the end of timelines.

Due to the full implementation towards the end of the reporting year (July 1, 2002 through June 30, 2003), data provided under "Baseline/Trend Data and Analysis" will be considered baseline. The focus for the majority of 2002-03 was to reach full implementation for the redesigned First Steps program.

4. Projected Targets:

- All complaint investigations, mediations and due process hearing and reviews are completed in a timely manner.
- Additional projected targets are in the Future Activities tables.

5. & 6. Future Activities to Achieve Projected Targets/Results and Projected Timelines and Resources:

See GS.II

This is a maintenance area for Missouri.